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Library Trustee Minutes 10/11/11

Meeting of the Board of the Library Trustees
Tuesday, October 11, 2011

Call to order

Chairman Brigid Kennedy-Pfister called the meeting to order at 7:22 pm. Attending were trustees Heather Calvin, Katherine Fennelly, Kathryn Gandek-Tighe, Barbara Muldoon, Frank Murphy, and Joyce Radochia. Also attending were library director Maryellen Loud and assistant director Ryan Livergood.

Approval of Minutes

There were multiple minutes to be reviewed and approved. The trustees first reviewed the minutes from the August 16, 2011 meeting. Ms. Muldoon requested that these minutes be amended by removing the word 'between' in the last sentence of the director's report and have it read "sessions would run from October to November". Ms. Fennelly made a motion to accept the minutes as amended. Mr. Murphy seconded the motion and it passed unanimously.

The trustees reviewed the minutes from the September 14, 2011 meeting. The trustees asked that these minutes be amended by correcting the misspelling instances of "town counsel" that appeared in the minutes. Ms. Fennelly made a motion to accept the minutes as amended. Ms. Radochia seconded the motion and it passed unanimously.

Fundraising

The trustees discussed the foundation that will be forming and the materials appeal letter. When Ms. Gandek-Tighe submits her resignation from the board on November 1, she will focus on getting the foundation up and running. Ms. Gandek-Tighe discussed how she felt it was important to get a board of trustees for the foundation in place before the foundation could do anything. Ms. Kennedy-Pfister asked how long it might take to put together the board of trustees for the foundation. Ms. Gandek-Tighe indicated it could take anywhere from three weeks to three months. The trustees discussed the importance of having a treasurer in place, preferably someone with investment experience and ties to the community. The board discussed the feasibility of sending the materials appeal letter out solely from the friends since the library trustees, as a municipal board, are prohibited by state ethics law from co-sponsoring this appeal. Ms. Gandek-Tighe will have a discussion with John Gearin, President of the Friends, before the letter is sent. The trustees thanked Ms. Gandek-Tighe for her service to the board.

Communications

Ms. Loud received a request from an author who has scheduled the meeting room for an author presentation. The author writes about jewelry and she would like to bring with her a jewelry instructor, who also owns a jewelry

business, to demonstrate simple jewelry techniques. Ms. Loud was concerned that the jewelry instructor would attempt to sell her jewelry during this author's presentation at the library. The trustees agreed that Ms. Loud should be very explicit with informing the author on the library's policy that items cannot be sold.

Ms. Loud informed the board that on Saturday, November 5, the Massachusetts Friends of Libraries and the Massachusetts Library Trustees Association (MFOL/MLTA) will be sponsoring a conference for friends groups and library trustees that will have sessions on selling books online, marketing, fundraising, ebooks, and legal issues for non-profits. Mr. Murphy indicated that he has gone in the past and that it is a good conference. Mr. Murphy is going again this year. Ms. Kennedy-Pfister asked that Ms. Loud send out the information regarding this conference to all of the trustees.

Community Time

No members of the community were present.

Director's Report

The trustees reviewed and briefly discussed the September director's report.

Policies

The trustees reviewed and discussed a number of policies.

- Distribution of Free Literature and Soliciting Policy will be revised by Ms. Loud and voted a future meeting.
- Photography Policy as distributed at the meeting was unanimously adopted.
- The trustees amended the Public Relations Policy. In paragraph 3, where the policy discusses how "Personal and informational group contacts shall be maintained," both the library friends' group and the library foundation were added among the groups already listed. In paragraph 4, the change was made from "or the assistant director" to "assistant director or designee" if the director is not available. Ms. Kennedy-Pfister made a motion to adopt this policy with these changes and Mr. Murphy seconded. The motion passed unanimously.
- Use of Equipment and Supplies Policy was discussed. The trustees suggested including language that defined what was public equipment versus library staff equipment. The board also discussed references to obsolete equipment such as typewriters in the policy and a designation for contemporary office equipment that will allow the language of this policy to stay relevant in the future. The trustees discussed the possibility of consolidating the Fax Machine Policy into this policy. The consensus was that this policy needed to be redone, as did the Fax Machine – Use Of Policy. Ms. Loud will revise both policies for vote at a future meeting.
- Distribution of Free Literature and Soliciting Policy was discussed. Ms. Loud noted that in paragraph 7, "The library keeps a file of tutors and music/dance instructors near the bulletin board in the Reference Room" is what we do currently, but new to the policy. Ms. Kennedy-Pfister asked that "the sale of any items in the library is subject to the approval of the board of trustees" be added to the policy. Ms. Loud will look at the meeting room sales language and add that. The revised policy will be voted at a future meeting.
- Ms. Fennelly will draft a new policy based on the Gifts Policy and Donations, Bequests and Gifts Policy for review at a future meeting.
- Both the Problem Patrons Policy and Problem Patron Procedures were discussed. The trustees discussed the need to add a third paragraph to the Problem Patrons Policy addressing how to handle rowdy or disruptive children when incidents occur, possibly adding, "From time to time, library staff will need to deal

with children who are disruptive, unattended, vulnerable, or abused, missing, or lost.” In regards to the Problem Patron Procedures, Ms. Kennedy-Pfister thought under “Consequences of Misconduct” that the language of “may receive” should be changed to “will receive”. Ms. Calvin suggested that perhaps it should be changed from “a period of one week to one year” to “any period up to and including permanent”, or “any period from one week to indefinite”. Under the “Procedures Dealing with Children” section of the Problem Patron Procedures, Ms. Calvin discussed some potential changes. They included that children not be taken around the library with a staff member if a child is left unattended and that if a child’s parent needed to be paged in the event of an unattended child, the adult’s name should be paged only and the name of the child should not be given. The trustees discussed how the staff should proceed with reuniting a child and parent and discussed how to determine whether or not staff should ask a parent for identification. Ms. Kennedy-Pfister inquired whether or not the library is a “mandated reporter” in the event that library staff suspects a child is being abused. The trustees also discussed some of the terminology in the policy, including the definition of vulnerable children. Ms. Loud will consult with Town Counsel and revise the policy for vote at a future meeting.

- Volunteer Policy. Ms. Loud will consult with the Town Counsel on the wording for CORI checks for volunteers and revise for a future vote.

The trustees agreed that only two or three policies at a time should be reviewed at future meetings.

Friends Appreciation

The Friends of Robbins and Fox Appreciation event is scheduled for 6:30 pm on Wednesday, October 19 at the Fox Library. Ms. Loud told the trustees that she would speak and asked if any of the trustees wanted to speak as well. Ms. Radochia volunteered. Ms. Loud reported that the Friends of the Fox are delighted about the event and Ms. Fennelly indicated that there is some positive feedback on the Arlington List regarding the event as well. Flora Restaurant will supply food for the event and match the trustee contribution. The trustees thanked Laura Lintz for organizing the event.

Summer hours

As a follow-up to the request of the trustees to explore Saturday hours in the summer, Ms. Loud talked to the personnel director and had a conference call with the town’s labor relations consultant to discuss the collective bargaining implications of Saturday summer hours. Ms. Loud reported that we have right to schedule these hours subject to collective bargaining. Ms. Kennedy Pfister indicated that she was very interested in pursuing this with the town manager, what it would cost, and how it would relate to fundraising. Ms. Fennelly made a motion to direct Ms. Loud to discuss with the town manager the costs and collective bargaining impact of Saturday summer hours. Ms. Calvin seconded the motion and it was voted unanimously.

November- Amnesty Fine Month

Ms. Loud discussed the idea of making November an amnesty month from fines. The library has done this in the past and gotten back a lot of materials. The trustees believed this was a good idea and Ms. Fennelly moved that November become an amnesty month for fines. Ms. Calvin seconded the motion and it passed unanimously.

Community Read

Ms. Loud reported on the upcoming schedule of events for the Community Read. The big event will be “Taste of New Orleans” on Sunday, November 13 at 2:30 pm. We will ask people to “stuff the canoe” and donate non-perishable and canned goods at the event, in addition to collecting such donations at both the Robbins Library main entrance and the Fox Branch Library. Ms. Loud is still trying to finalize the details on an Islam program. The documentary Katrina film *Trouble the Water* will take the place of the independent film series for November and be

shown on Wednesday, November 16 at 7:00 pm. Ms. Fennelly will lead the book discussions. Banners will be put up on Mass Ave. to promote the Community Read. Ms. Loud reported that a disaster preparedness program had already been done recently so we will not be doing a program like this for the Community Read.

Friends Update

No friends update was given due to the length of the agenda.

Other

Ms. Gandek-Tighe reported that the documentary scheduled to be shown on Wednesday, October 12, *PUSH: Madison vs. Madison* will not be shown because the filmmakers of that film just sold the rights to a studio. However, the filmmaker hosts of the independent movie series have agreed to show their film, *On Broadway*, instead.

Ms. Loud received a memo on October 7 to submit next year's budget based on level service. The expense portion of the budget is due October 28 and the salary portion is due November 11. All of the narrative material is due on November 25. Mr. Murphy discussed the need to put together a budget addressing what we need as opposed to what we have with a level-funded budget. Ms. Kennedy-Pfister requested that Ms. Loud do an analysis of library's budget needs for the November 8 meeting. This analysis would include looking at the number of hours we don't serve the community and what is needed to get back to this level of service, in addition to including what is necessary to meet the state's municipal appropriation requirement for certification.

Ms. Loud reported that the mini-golf fundraiser will not take place. The town counsel did not approve the contract due to concerns with liability. The town counsel suggested that the fundraising company add the town on its insurance policy or make the changes in the revised agreement draft she sent back to them. The town counsel is concerned that this fundraising company does not have liability insurance. The fundraising company indicated to Ms. Loud that it is doubtful its lawyers would approve any of the suggestions made by town counsel.

Ms. Loud reported that an anonymous donor has pledged to match every dollar up to \$2000 that is donated this Fall to support children's programming. A campaign will be promoted within the library and via social media to raise the matching funds.

Ms. Loud announced that the library has launched a Twitter account and Mr. Livergood briefly discussed the reasons for doing so. Twitter is a fast and free way to further promote library events and provides our patrons with another way in which they can engage the library.

The trustees were very saddened to hear about the tragic passing of Liza Halley's mother. A card offering the trustees' condolences will be sent.

Date of Next Meeting

The next trustees' meeting will be held on November 8, 2011 at 7:15 p.m.

Adjournment

Mr. Murphy moved to adjourn the meeting. Ms. Kennedy-Pfister seconded the motion and it passed unanimously. Meeting was adjourned at 9:43 pm.

Documents provided:

- October 11 Meeting Agenda
- Minutes from the September 14, 2011 Meeting of the Robbins Library Board of Trustees
- Amended minutes from the August 16, 2011 Meeting of the Robbins Library Board of Trustees

- Director's Report for September 2011
- Distribution of Free Literature and Soliciting Policy
- Photography Policy
- Public Relations Policy
- Use of Equipment and Supplies Policy
- Gifts Policy
- Donations, Bequests and Gifts Policy
- Problem Patrons Policy
- Problem Patron Procedures
- Fax Machine – Use Of Policy
- Volunteers Policy